

TO: Deputy Administrator for Management
Executive Director for State Operations
Deputy Administrator for Farm Loan Programs
Deputy Administrator for Farm Programs

FROM: Acting Director, Budget Division

SUBJECT: National County Office Work Measurement Committee Recommendations
for FY 2001

BACKGROUND

The National County Office Work Measurement Committee met on May 23 and 24 to consider 67 recommendations received from the field and Washington Divisions. Included are items the Committee recommends for your approval and concurrence, and items having merit, but which require further study. A complete listing of all recommendations received by the Committee can be found in attachment A.

RECOMMENDED CHANGES

The Committee submits for approval the following changes and additions to the County Office Work Measurement System for FY 2001.

WORK ITEM	CHANGES
526 - Conservation Reserve Program Contract	Provide a unit count for successor-in-interest CRP contracts. The unit count will be each revision approved by COC during the FY. This activity will be removed from work item 528, Active CRP Contracts.
801- Loan Applications Received for All Direct Farm Loan Programs	Revise the unit of measure to count one unit for each loan request received.
802 - Loan Application for All Guaranteed Farm Loan Programs	Revise the unit of measure to count one unit for each loan request received.
803 - Program Eligibility Determinations for All Direct Loan Application-Except EM	Revise the title for work item 803 to "Program Eligibility Determinations for all Direct Loan Applications Except EM Loss Calculations" All eligibility determination activity will be reported in this item except that which is specific to emergency.
804 - Program Eligibility Determinations for All EM Loan Applications	Revise title for work item 804 to "Loss Calculations for EM Loans". All activity specific to emergency will be reported in this work item.

WORK ITEM	CHANGES
805 - Program Eligibility Determinations for All Guaranteed Loan Applications	Clarify this work item by removing the operations “performing loan assessment by analyzing financial worksheet” and “reviewing income, farm budget, and completing FMHA-449-23” and adding them to work item 808, Loan Feasibility Determinations for All Guaranteed Loans.
806 - Loan Feasibility Determinations for All Direct Loans - Except EM 807 Loan Feasibility Determinations for Direct EM Loans	Combine these work items into a single work item titled “Loan Feasibility Determinations for Direct Loans”.
808 - Loan Feasibility Determinations for All Guaranteed Loans	Clarify the work item by adding the following operations: “reviewing loan assessment and analyzing financial worksheet”, “reviewing transaction screen questionnaire”, “preparing environmental checklist, class I or II environmental assessment, reviewing income, farm budget, and assure positive cash flow/feasibility”, and “complete loan evaluation and notify applicant and lender to the list of activities”. Remove all references to PLP from other work items and create a new work item titled “Preferred Lender Program Loan Processing”.
809 - Loan Closing for All Direct Loans Except EM 810 - Loan Closing for Direct EM Loans	Combine these work items into a single work item titled “Loan Closing for All Direct Loans”.
811 - Loan Closing for All Guaranteed Loan Programs	Clarify this work item by including an operation to include “conducting negotiations concerning conditional commitment.
812 - Routine Servicing for All Direct Loan Borrowers	Establish two new work items in addition to work item 812. The first, “Field Visit for Direct Loan Servicing Activities”. The unit count will be each farm visit and will be complete when the farm visit is completed. The second, “Financial Analysis and Specialized Direct Loan Servicing Activities” will have a unit count of each borrower receiving year end analysis as evidenced by the form 1960-12 or similar state form. A borrower may not be counted more than once per fiscal year.

WORK ITEM	CHANGES
813 - Servicing for All Guaranteed Borrowers 815 - Servicing for All Delinquent Guaranteed Borrowers	Replace the two old work items with five new work items : 1) Routine Guaranteed Loan Servicing 2) Financial Analysis for Guaranteed Loan Servicing 3) Guaranteed Lender File Reviews for SEL and CLP Lenders 4) Guaranteed Lender File Reviews for PLP Lenders 5) Servicing Guaranteed Loan Borrowers Through Liquidation, Bankruptcy and Processing Loss Claims.
814 - 1951 Servicing Actions	Remove the operations “coordinating and reviewing contractor-performed appraisals activities” and move it to the proposed appraisal review work items. Clarify the work item by adding the following operation: “add receiving and processing applications for primary and preservation loan services”, and “collecting and inputting data for MAC to operations for this work item.”
817 - Subordinations and Partial Releases of Chattel Security	Revise the title to “Subordinations of Normal Income Security” and revise the unit count to one unit for each request. The unit is complete when the request is approved, denied, or withdrawn. In addition, create two new work items: 1) Review of Real Estate Appraisals Performed by Third Party Appraiser, including Appraisals Performed by Lenders, Lender Fee Appraisers and FSA Appraisers for Direct or Guaranteed Loan Making or Servicing. 2) Review of Chattel Appraisals Performed by Lenders or by Contract Appraisers for Direct or Guaranteed Loan Making or Servicing.
818 - Subordinations, Partial Releases, and Consents of Real Estate Security	Revise the title to “Subordinations, Partial Releases, and Consent Activities Associated with Basic Security”. The unit count will be revised to each request. The unit is complete when the request is approved, denied, or withdrawn.
819 - Servicing Shared Appreciation Agreements	Add to the operations included, “calculation of shared appreciation agreement”.
820 - Inventory Property Management	Clarify this work item by removing operation “coordinating and reviewing contractor performed appraisals” and adding it to the operations for the proposed appraisal review work items.

WORK ITEM	CHANGES
822 - Real Estate Appraisals Performed by FSA Employees	Revise the unit is complete to “when appraisal has been completed in accordance with USPAP standards”. Establish an informational workload work item to capture the workdays associated with appraisal training.
823 - Chattel Appraisals Performed by FSA Employees	Clarify the operations to included “performing a field review”.
824 - Debt Settlement Activities 825 - Debt Cancellation	Combine the two work items into one work item titled “All Debt Settlement Activities”.
1103 - Marketing Cards	Clarify the operations by including “certifying the use or non-use of growth regulator on peanuts”.
1201 - Tobacco Allotments	Remove the Curing Barn Certifications from the operations of this work item and include as an operation in work item 1203, Marketing Cards.
2110 - County Office Employees Assisting KCMO and Washington Divisions	Revise the title to “Task Force, Detail and Outreach Activities.
(NEW) GIS Activity	Remove GIS from work item 2110, County Office Employees Assisting KCMO and Washington Divisions, and move all the GIS activity to a separate work item in the 2000 series with each workday as the count.
(NEW) Payment Limitation Mid and Year-End Reviews	Establish a new work item to capture the work associated with the mid and year-end payment limitations reviews. The unit count will be each workday.
(NEW) Phase II Tobacco Settlement	Establish a new work item to capture work associated with phase II Tobacco Settlement Activity. The unit count will be each workday.

**Combined County
Workload Credit**

The National County Office Work Measurement Committee, at their May 1999 meeting, required BUD to conduct a study of the Combined County Workload Credit and report the findings at the 2000 meeting. The study, as presented to the committee can be found in Attachment B. The committee agreed to accept Recommendation 2 with the following modification. The recommendation as stated was "Eliminate the current combined county extra credit formula and allow all county offices to transmit individual reports." The committee agreed to the following statement, "Eliminate the current combined county extra credit formula **for shared-management-offices and allow them** to transmit individual reports." Part-time and closed offices will continue to be merged with the headquarters office for transmission of workload reports.

**FY 2000 Further
Study Required**

The National County Office Work Measurement Committee required that further study be conducted by the work measurement staff on the following items:

- Determine if the CCC-700 can be queried. If it is possible, the unit count for work item 1606, Wheat, Feed Grains, Oilseed, and Rice Loan Deficiency Payments, should be revised to count each CCC-700
 - The work measurement staff should consult with CEPD to determine the process for EQIP and whether a new work item should be established to capture activity associated with the CCC-1245.
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**FY 2000 Committee
Requests**

During the meeting the committee felt that several of the recommendations received were due to a misunderstanding of the system. The committee made the following requests for clarification.

- The following subjects should specifically be reviewed during the National training:
- Work Item 119, Processing Direct Deposits
- Work Item 302, Maintaining Basic Farm and Producer Data

- Work Item 825, Debt Cancellation
 - Correcting data entered in the work measurement software
 - The committee felt there is a great deal of misunderstanding concerning the workload output reports and the workdays associated with FLP. The committee requests that BUD and EDSO work together to ensure that everyone, including the SED's, are informed that FLP activity shows up in some administrative items and records administration items, as well as the 800 series.
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Deputy Administrator for Management
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Please indicate your acceptance of the Committee actions by signing in the spaces below. Also, if any items are not approved, please indicate the disapproved items. A listing of the committee membership is available for further information if needed.

CONCURRED: _____
Deputy Administrator, Farm Loan Programs _____ Date

CONCURRED: _____
Deputy Administrator, Farm Programs _____ Date

CONCURRED: _____
Executive Director for State Operations _____ Date

APPROVED: _____
Acting Deputy Administrator, Management _____ Date

Attachment

cc: Acting Director, BUD
Deputy Administrator for Management
Executive Director for State Operations
Deputy Administrator for Farm Loan Programs
Deputy Administrator for Farm Programs
Chief, AEB
Section Head, CBWMS
Carlisle Cox, CBWMS
All Committee Members
Each State Office
BUD Reader File
CBWMS Reader File

FSA/BUD/AEB/CBWMS/CCox/S:\workmeas\2001meetin.wpd/6-xx-2000/BU-xxx